who are subject to some degree of economic regulation, a number of intrastate and commercial operators who become involved in interstate or foreign common carriage, and thousands of travel agents who are subject to section 411 of the act.

The activities involved in carrying out this program include:

(1) The handling of passenger and shipper complaints;

(2) Investigation of alleged or suspected violations of the economic provisions of the Federal Aviation Act and with all of the regulations, orders, certificates, permits, exemptions, and other requirements issued thereunder;

(3) The taking of enforcement action and the achievement of compliance by informal (nonhearing) enforcement action, formal (hearing) administrative proceedings, and the prosecution of enforcement cases in the courts.

The estimated and actual program output in terms of workload items are:

Workload item	Items completed or processed			
	Actual, 1967	Estimate, 1968	Estimate, 1969	Increase
1. Formal actions	26	28	38	10
2. Informal actions	421	441	450	9
3. Court cases	2	0	2	2
4. Investigations	260	254	284	30
5. Consumer complaints	2,561	3,000	3,250	250

The officials responsible for the operation of this program:

John H. Crooker, Jr., Chairman.
Charles F. Kiefer, Executive Director.
Robert Burstein, Director, Bureau of Enforcement.

Mr. THOMPSON. May I ask a question?

Mr. BROOKS. Yes.

Mr. THOMPSON. Mr. Roth, how is it that the fare differs slightly from carrier to carrier? I am going on personal experience that from here to Atlanta and return, tourist with one airline is about $82 and with another airline about $85. Why is this?

Mr. ROTH. This is almost the exception that proves the rule. In all the years I have been involved with the Board's rate program, I would say in 999 out of 1,000 instances the competing carrier meets the fare of the lowest priced carrier.

There is, however, a situation where Eastern Air Lines in the past 3 to 3½ years is competing with other trunklines with respect to fares below $50 where the Board, about January 1965, because Eastern was then in a very heavy loss position, authorized Eastern to raise the fares below $50 simultaneously with a decrease in fares above $50; in other words, to increase the taper of the fare structure.

Eastern's competitors reduced all of their fares that were above $50 to match Eastern's fare reduction, but Eastern's competitors did not attempt to raise the fares that were below $50 to Eastern's level. In fact, there is substantial doubt whether the Board would have permitted the highly profitable competitors to raise their fares had they sought to do so.

In just about every instance I can recall in the period of more than 20 years, after a reasonable period of months in which the carrier with a higher fare than his competitors would see how traffic develops, the invariable practice is for the higher priced carrier to reduce his fare to meet the competition. I would say this is the one exception to prove the rule I can think of in the last few decades.

Mr. THOMPSON. I think one of the reasons is there are a limited number of flights that can come into Washington National. So you are fortunate to get on any flight, whether it is an Eastern or a Delta or a United or whatever it may be.